



## Government Voices Webinar: Get to Know CBP

Feb. 5, 2020

### Webinar Script

#### Slide 1: Pre-webinar Title Slide

*[Adobe Connect room opens approximately 15 minutes prior to webinar. Slide 1 displays until the start of the webinar at 2 p.m. EST.]*

#### Slide 2: Title Slide

##### MARISSA:

- Hi everyone!
- Thank you for tuning in to today's Government Voices Webinar: Get to Know CBP. Today we're joined by representatives from U.S. Custom and Border Protection's Office of Field Operations. They're here to give us an overview of their work with a focus on what's happening at U.S. ports of entry and what DSOs and students should know.
- My name is Marissa Tinsley and I'll be your moderator for today's webinar. I'm a member of the Strategic Communications and Training Team, and I've been at SEVP since 2010.
- We're going to begin with a brief presentation before we start taking live questions from the audience. You're welcome to start submitting those now using the Questions Pod if you know you have a burning question already.
- If you haven't yet done so, please complete the polls on your screen, including the webinar attendance poll. We use your feedback to enhance existing online resources and to develop new resources, so we appreciate you taking a moment to provide those responses to us.

#### Slide 3: Housekeeping Notes

##### MARISSA:

- We'll start with several housekeeping notes.
- Please take a moment to download items in the Webinar Resource pod located at the bottom of the screen. There is a hyperlink appendix which has links to all webpages mentioned during this presentation. There is a PDF copy of today's presentation if you'd



like to follow along. And, there is a glossary of key terms, so if we say something or use an acronym that you're not familiar with, it can likely be found in the glossary.

- Do you have any questions for our CBP representatives? Please submit those questions at any time throughout the webinar using the Questions and Technical Difficulties pod. We'll address some frequently asked questions from stakeholders throughout this presentation and we'll also take live questions at the end. But please keep in mind, we will not address the following types of questions:
  - Case-specific questions, or
  - Questions that do not pertain to CBP.
- If you're having technical difficulties, please provide a brief description of the issue through the Questions and Technical Difficulties pod and we'll do our best to address the situation.
- A copy of this webinar recording and all related resources will be available on [Study in the States](#) after the event ends. You can access the recording through the [Stakeholder Webinars](#) page. We encourage you to share this recording with your colleagues who were unable to join the webinar.
- Additionally, I know that the acronyms "CBP" and "SEVP" sound very similar, so we will do our best to enunciate during this presentation. However, at the bottom of each slide, either "CBP" or "SEVP" will be listed in the bottom center. This will designate what content and information belongs to which organization. This will also help you know who to direct any follow-up questions to.

## Slide 4: Presentation Overview

### MARISSA:

- With those housekeeping notes out of the way, let's move on. During today's webinar, we will cover:
  - Arriving to the United States,
  - Entering the United States,
  - SEVIS and CBP,
  - CBP trends and data, and
  - Helpful resources from both CBP and SEVP for international students and DSOs.
- You'll also see that some additional polls to provide feedback about this webinar are located at the end of this presentation. Please watch until the end to provide your feedback on the presentation and about SEVP-hosted webinars. The feedback you provide is used to



improve future webinars, conference presentations and resources, so we appreciate you taking the time to fill those out.

## Slide 5: Presenters

### MARISSA:

- Alright, so with that, you already know me. But, Officer Tong, I'd love for you to introduce yourself.

### OFFICER TONG:

- Hi, my name is Ka Ho Tong and I'm a CBP officer and a program manager. I'm currently assigned to the Enforcement Program Division, Office of Field Operations in U.S. Customs and Border Protection.

## Slide 6: Ask the Audience—Today's Audience

### MARISSA:

- Okay, thank you! Let's begin with a brief poll question to get a sense of who is watching today's webinar. We want to know what your current position is, whether you are a DSO, PDSO or school administrator. Please select a response from the options provided. You can also provide additional explanations or insight through the comment box at the bottom of the screen. I'm going to give you a few moments to respond to this poll.
- So far, overwhelmingly DSOs and PDSOs. I see a couple of school administrators, that's awesome. Pretty heavy on DSOs and PDSOs, which is great to see because a lot of this content is really for you and for you to impart to your students, so thank you for tuning in!

## Slide 7: Ask the Audience—Today's Audience

### MARISSA:

- We now have another brief poll question to get a sense of the school types represented in our audience today. We want to know what type of school you represent, whether it is a postsecondary, vocational or other school. Again, select a response from the options provided. Once again, attendees can provide additional explanations or insight through the comment box at the bottom of the screen.



- Overwhelmingly higher education—that’s to be expected. Seeing a lot of language training and private K-12 as well—we’re happy to have you!

## Slide 8: Arriving to the United States

### MARISSA:

- Alright, let’s get started with our presentation. This section provides an overview of the required documentation and processes that students need to adhere to prior to entering the United States. This includes:
  - Next steps after receiving a student visa,
  - Required and recommended travel documentation, and
  - Student reminders that should be given prior to their departure.
- So, Officer Tong, why don’t you kick us off by explaining to our viewers what students should do after receiving their student visa?

## Slide 9: After Receiving a Student Visa

### OFFICER TONG:

- First thing, we want to make sure that you do have a visa. If you don’t have a visa, this conversation is not suitable for you. The entry process begins once a student receives an F-1 or M-1 nonimmigrant or J-1 exchange visitor entry visa issued by the U.S. Department of State.
- Today we’re focusing on students who received a visa while outside of the United States and who must pass through a port of entry to begin their studies. As far as next steps, once students receive their visa, they should:
  - Book their travel arrangements to the United States as soon as possible,
  - Begin to get their travel documentation in order, as they will need to present certain forms and evidence to the CBP officer at the U.S. port of entry,
  - And, of course, students should start packing their bags to begin their studies.
- Also, it is very important that students keep their DSOs informed about their travel plans, such as when they expect to travel, both within the United States and on campus, and anything that occurs during their travel. Students should also remember that school officials may be able to help them with some arrival logistics, such as arranging transportation to your location of study once you arrive. DSOs can also let students know what they can expect when they arrive at the port of entry.



## Slide 10: Travel Documentation

### OFFICER TONG:

- When a student arrives at the port of entry, they need to make sure they have the proper travel documentation with them in their carry-on luggage. After all, having your documentation in the checked bag does not help in primary inspection.
- A visa does not guarantee entry to the United States and students must be prepared to request entry with the following required documentation, including:
  - A valid passport,
  - A valid visa with the correct type of classification, and
  - The Form I-20.
- Additionally, we also recommend that students have supplementary documentation, including:
  - A Customs Declaration form—those are usually handed out by flight attendants on the flight,
  - Your acceptance letter or admission letter,
  - Evidence of financial support, and
  - DSO contact information—including a phone number!
- The officer determining admittance may not request these supplementary items, but it is always good idea for students to keep them in their carry-on just in case.

## Slide 11: Form I-20

### OFFICER TONG:

- Let's talk more about the Form I-20 and when students are expected to use the original, ink signature document. Per the U.S. Department of State, it is required for students to have their original Form I-20 on-hand for their student visa interview at the embassy or consulate. This original version is also required at U.S. ports of entry when a nonimmigrant student is seeking admission.
- CBP officers are looking for the original form with recommended blue-ink signature. If this version is not presented, then it is possible the student could be issued a Form I-515A. We will discuss the Form I-515A more later on in the presentation, as this is one of the discretionary authorities CBP has depending on the circumstance.



- There are limited circumstances in which the consular officer may accept a copy of the Form I-20 before the student receives their original form. School officials should contact the Department of State with further questions. Students should contact the embassy or consulate at which they are interviewing to determine if the office will accept a copy of the form as part of their interview.

## Slide 12: Student Reminders Prior to Departure

### MARISSA:

- Thanks for that information, Officer Tong! Jumping in here, we also want to cover a few reminders for students prior to their departure.
- One of the most important things school officials need to stress to their students is their entry date. Students can only enter the United States up to 30 days before their program start date. While we certainly encourage students to report directly to their school, they are not required to do so until the program start date listed on their Form I-20.
- We'd also like to let our DSOs know that, ultimately, it is the student's responsibility to communicate their travel and arrival process to their DSO. Please stress that they have their DSO's contact information in their carry-on, like Officer Tong mentioned, and they should be able to connect with you upon arrival. Even if a student is late or has failed to enter the United States for the term listed on their Form I-20, they should be communicating their travel plans and expected arrival date with you, the DSO.

## Slide 13: Entering the United States

### MARISSA:

- Moving on to the next section, here's an overview of the primary and secondary inspection process, which includes:
  - What determines admissibility,
  - Reasons travelers are sent to secondary inspection—which I know will be a hot topic,
  - What CBP is authorized to search when in secondary inspection,
  - How to correct a Form I-94, and
  - What to do if a student receives a Form I-515A.
- With that, I'll hand it over to Officer Tong to discuss admissibility and inspection.



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## Slide 14: Admissibility and Inspection

### OFFICER TONG:

- There are a lot of myths and misconceptions surrounding admissibility and inspection and we'd like to take some time to dispel those so that DSOs and students understand what happens when a student seeks admission at a port of entry.
- A visa only means you are permitted to travel to a port of entry and seek admission to the United States. In other words, a visa does not guarantee your admission. This is perhaps the most common misconception that we want DSOs and students to understand.
- Think of a visa as a ticket that allows you to come and knock on the door. CBP then determines whether you can come in or not.
- At ports of entry, CBP is tasked with determining admissibility of any nonimmigrants who seek admission to the United States. This admissibility review process, along with customs regulation compliance and other U.S. laws and statutes CBP enforces, is called "inspection."

## Slide 15: What Determines Admissibility?

### OFFICER TONG:

- CBP follows the rules and regulations set forth by the Immigration and Nationality Act in determining admissibility. Individuals who are inadmissible are not permitted by law to enter or remain in the United States. This means that you cannot come in and you cannot stay.
- Grounds for determining an individual to be inadmissible can include:
  - Health-related issues,
  - Criminal activity or a criminal record,
  - National security issues,
  - Public charge,
  - Lack of labor certification (if required),
  - Fraud and misrepresentation,
  - Prior removals and prior unlawful presence in the United States, and
  - Several other miscellaneous categories.
- In sum, there are approximately 60 grounds on which nonimmigrants may be found inadmissible.



## Slide 16: Inspection at a U.S. Port of Entry

### OFFICER TONG:

- When an international student arrives at a port of entry for admission, they will go through the inspection process, which includes:
  - Arrival: Upon arriving at the port of entry, students will arrive at the Federal Inspection Station to begin the inspection process. This could be at an air or sea port of entry or a land border.
  - Primary Inspection: The inspection process begins with primary inspection and, if necessary, we will send them to secondary inspection as well.
  - Collect Baggage: After moving through the inspection process, students will collect their baggage.
  - Depart Federal Inspection Station: This concludes the inspection process and students can then depart the Federal Inspection Station.

## Slide 17: Primary vs. Secondary Inspection

### OFFICER TONG:

- Now, let's take a closer look at the primary and secondary inspection processes. Primary Inspection begins when students arrive at a port of entry and will include a review of all documents for validity. Remember, students should have the required forms we covered earlier on their person to present to the CBP officer—these should not be in their checked luggage. Primary inspection will also include a query for record in nonimmigrant data systems.
- CBP officers will also ask required questions. Typical inspection questions include:
  - Traveler's citizenship,
  - Purpose of visit,
  - Duration of visit, and
  - The school/college/university the traveler will be attending.
- If needed, students may be referred to secondary inspection which allows for:
  - More time to review all systems and available records, and
  - If correctable issues arise, CBP will issue a Form I-515A.
- Again, we'll cover a Form I-515A and what to do if you receive one later in the presentation.





## Slide 18: Secondary Inspection

### OFFICER TONG:

- At the end of the primary inspection, the traveler will either be admitted or referred to secondary [inspection] for further processing. There are many reasons why a traveler is referred to secondary inspection. It is very important to stress: Being referred to secondary does not necessarily mean the traveler has violated the law. It simply means we cannot complete your inspection in primary and, therefore, we have to send you to secondary to allow us to finish inspection.
- Reasons for secondary referral can include:
  - Verification of SEVIS status is needed,
  - Advance admissibility review is needed,
  - Customs enforcement instances, such as a duty-free good, and
  - Compliance checks, including random baggage examinations.
- We know there may be some confusion in the audience as to what CBP is allowed to search during the inspection process. CBP is authorized to search everything that pertains to admissibility or compliance to customs regulations. This authorization is known as “Border Search Authority.” However, please know it is never the intent of CBP to subject travelers to unwarranted scrutiny.

## Slide 19: U.S. Ports of Entry

### OFFICER TONG:

- Students will find that air and sea ports are similar in their setup, as well as the way that CBP officers conduct their review of the student’s documentation and information when they are applying for admission at the port of entry.
- At air and sea ports of entry, including international airports, students can expect issuance of an automated Form I-94 generated at the end of inspection—we’ll talk more about the Form I-94 shortly. Air and sea ports are a more controlled environment that gives CBP officers time to process applicants for admission in primary inspection. Officers also receive passenger manifests, which carriers transmit to CBP while passengers are en route, which gives CBP more time to prescreen arrival passengers. Also, our clientele at an air port of entry are diverse, making primary inspection a pivot point for the inspection process.



- When arriving at a land port of entry, such as a border station, students can expect a paper Form I-94. Since there is no advance passenger manifest at the land port of entry environment, due to the nature of its operations, CBP may not get the complete picture of the application of admission at primary inspection. Therefore, applicants are often referred to secondary inspection due to lack of a passenger manifest.
- Remember, secondary inspection is a place that gives CBP officers more time to review and verify documentation. Once again, being sent to secondary inspection does not mean a prospective student has done anything wrong.
- Also, the clientele is different at a land port of entry, so CBP's mission is tailored specifically to facilitate legitimate trade and travel in that environment. Mostly, at the land border, there are more commuters going back and forth between countries.

## Slide 20: Form I-94

### OFFICER TONG:

- So, now we'll talk about the Form I-94, which is also known as "Arrival/Departure Record." This is the document issued by CBP to nonimmigrant students at an air or sea port of entry when the student arrives in the United States.
- The Form I-94 shows a student's:
  - Terms of admission,
  - Legal status,
  - Length of time you may stay, and
  - Expected departure date.
- As I mentioned earlier, international students who enter the country at an air or sea port of entry are issued an electronic form of the Form I-94, while those who enter the country at a land port of entry are issued a paper Form I-94.
- If you need a replacement paper form, visit CBP's Form I-94 Web page at [i94.cbp.dhs.gov](https://i94.cbp.dhs.gov).

## Slide 21: Frequently Asked Question—Entering the United States

### MARISSA:

- Let's now pause for a frequently asked question on the Form I-94. What are the differences between a paper Form I-94 and an electronic Form I-94? Are there plans to have the land ports of entry use the electronic Form I-94 more consistently?



## OFFICER TONG:

- Sure, so the paper form is the traditional Form I-94 that we issue to nonimmigrants as a record. So, it's an actual paper form with the information on it. The electronic form replaces it—everything is done online, including the retrieval of the form on the I-94 systems.
- The major difference is that, if you lose the paper form, you have to go to USCIS to get a replacement and you have to pay a fee for it. The electronic one is always going to be in the system as long as you are still under the terms of your current admission, and you can always retrieve the form.
- We are in talks of implementing the electronic Form I-94 at the land border. As we talked about before, the clientele at land borders are different, so it will be a long process to adopt the electronic systems for our land ports of entry.

## MARISSA:

- Thank for that answer! Would you mind now talking about some issues that affect our border commuter students?

## Slide 22: Tips for Border Commuter Students

### OFFICER TONG:

- As I'm sure our viewers who attend or work at schools near U.S. land borders are probably aware, border commuter students are nationals of Canada or Mexico. Border commuter students are admitted to the United States under certain rules as an F or M student to enroll in a full-time course of study at an SEVP-certified school located within 75 miles of a U.S. land border. Now, this is what we call the border zone, and it affects schools close to the Canadian and Mexican borders.
- There are special rules for border commuter students. These students may have employment or other responsibilities that require them to reside in their home country, which is why these students can, and typically do, study part time. Students should contact school officials to decide if they want to study under these rules.
- Like all other nonimmigrant students, we recommend that border commuter students hand carry all of their required and recommended documentation for each border crossing.
- We also want to encourage these students to enroll in CBP's Trusted Traveler programs. Doing so facilitates faster processing at U.S. ports of entry for these students. Our Canadian



citizens should enroll in the [NEXUS program](#). Our Mexican citizens should enroll in the [SENTRI program](#). The website for [CBP's Trusted Traveler program](#) will be provided at the end of this presentation.

## Slide 23: Handling a Form I-515A

### MARISSA:

- Thank you for all that information, Officer Tong! I'm going to jump in now to discuss the Form I-515A and what a student should do if they receive this form from a CBP officer at a port of entry.
- As a reminder, an F or M student, upon arrival at a U.S. port of entry, must have:
  - All signed required documents,
  - Paid the I-901 SEVIS Fee on your current Form I-20, and
  - Valid status in SEVIS.
- If a student does not meet these three qualifications, the CBP officer may issue them a Form I-515A, which is a "Notice to Student or Exchange Visitor." This document allows the student to have temporary admission into the United States for 30 days.
- After receiving a Form I-515A, it is the student's responsibility to notify their DSO. However, DSOs will also receive a notice via email.
- Upon receiving the form, students have 30 days from the date of issuance to submit correct paperwork to SEVP's Form I-515A processing team. If a student is issued a Form I-515A and they fail to comply within those 30 days, it will negatively impact their nonimmigrant student visa status and they may be required to depart the United States.
- Once SEVP receives the required documentation, SEVP adjudicates the documents and notifies school officials if the student is granted permission to stay in the United States for what's called "duration of status."
- SEVP has many resources for students and DSOs on the Form I-515A on our [Study in the States](#) website, including:
  - ["Handling the Form I-515A" one pager](#), and
  - ["What is a Form I-515A?" page](#) with frequently asked questions.
- And if, after reviewing those resources, your question remains unanswered, you can always reach out to the SEVP Response Center or email our Form I-515A team at the email address listed on the slide [[SEVIS.1-515@ice.dhs.gov](mailto:SEVIS.1-515@ice.dhs.gov)].



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## Slide 24: SEVIS and CBP

### MARISSA:

- In this next section, we'll discuss how CBP officers use the information found in SEVIS during their inspection process.

## Slide 25: SEVIS and the Inspection Process

### OFFICER TONG:

- As I mentioned earlier, CBP has the authority to determine admissibility of all travelers. Part of a student's admissibility is based on the validity of their SEVIS status. So, if SEVIS indicates that the person in front of a CBP officer is no longer a student or exchange visitor, this person can be found inadmissible to the United States, disregarding the validity of their nonimmigrant visa.
- Similarly, if SEVP revokes a school's certification, all foreign students and exchange visitors attending that school cannot be admitted to the United States unless:
  - They have transferred to another school, or
  - They are in possession of another type of visa or immigration status.

## Slide 26: Frequently Asked Question—SEVIS Information and Admissibility

### MARISSA:

- We'll now pause for a frequently asked question that we received on the use of SEVIS in determining admissibility. What SEVIS information do CBP officers look at to determine a student's admissibility?

### OFFICER TONG:

- As we mentioned before, the validity of a nonimmigrant student's SEVIS status is the most important thing we want to look at. That includes whether it is Complete, Active, Initial, Withdrawn or Terminated. That will tell us whether a student has an Active status, and if not, what the circumstances are behind their inactive status.
- Also, CBP officers look at all the relevant information on the school you are attending and the program you are attending. SEVIS will give us a picture of who you are. At the end of the day, we want to know if you are a legitimate student coming here for legitimate



purposes. And if the information we see in the Form I-20 doesn't match what you tell me in the interview, we have a problem, because you should know why you're here and what you're doing. That is how SEVIS information helps CBP officers during our inspection.

### **MARISSA:**

- Thanks for providing that insight, Officer Tong! Now, would you mind covering the DHS TRIP program? We think this is a great resource that our DSOs and students might not know about.

## **Slide 27: DHS TRIP**

### **OFFICER TONG:**

- The DHS Travel Redress Inquiry Program, also known as TRIP, allows individuals to submit inquiries or seek resolution regarding difficulties they experienced during their travel screening, including:
  - Watch list issues,
  - Screening problems at ports of entry, and
  - Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening.
- DHS TRIP routes redress requests to the appropriate office to review and adjudicate.
- For example, this might be a great resource for a student who is consistently sent to secondary inspection because of an inaccuracy on their SEVIS record. By filing a DHS TRIP ticket, the student can learn about the inaccuracy and work with their DSO to resolve the problem.
- You can visit [trip.dhs.gov](https://trip.dhs.gov) to submit an electronic application ticket. One thing to note, if the question is sensitive, we may not be able to address all issues under DHS TRIP, as some issues may be national security concerns.

## **Slide 28: Ask the Audience—DHS TRIP**

### **MARISSIA:**

- Let's take a moment for a brief poll question on DHS TRIP since we're on the subject. We want to know whether you knew about or have used DHS TRIP prior to this presentation. Please select a response from the options provided. Attendees can provide additional



explanations or insight through the comment box at the bottom of the screen. We will give you a few moments to respond to this poll.

- It looks like the majority of you either did not know about DHS TRIP or perhaps have not used it. In that case, I'm glad we were able to share this resource with you. It is a really interesting resource.

## Slide 29: CBP Trends and Data

### MARISSA:

- Moving on, this section will present data and trends that CBP collects on nonimmigrant student populations.

## Slide 30: International Student Snapshot

### OFFICER TONG:

- On this slide, looking back at FY18, you can see the total admission of F-1, J-1 and M-1 students processed by CBP through a port of entry.
- As you can see, CBP admitted the most F-1 students, with more than 1.8 million in FY18. J-1 students accounted for just over 500,000 admissions. M-1 students were the smallest population, with just under 20,000 admissions.
- We've also listed the busiest U.S. air ports of entry, including:
  - John F. Kennedy International Airport,
  - Hartsfield-Jackson Atlanta International Airport,
  - Los Angeles International Airport,
  - Toronto Pearson International Airport [a preclearance station located outside the United States], and
  - Newark Liberty International Airport.

## Slide 31: Frequently Asked Question—CBP Trends and Data

### MARISSA:

- Let's pause for another frequently asked question on CBP trends and data. What does CBP see as the biggest challenges in engagement with nonimmigrants seeking to enter the United States?



## OFFICER TONG:

- I think mostly it is the cultural differences with respect to law enforcement. We are here to serve the public and secure our borders. But to other folks from different cultures, they look at folks in uniform with different impressions. And sometimes we have difficulty dealing with those different impressions in inspection. We have to be very open and we have to explain to them that you're coming here to the port of entry and that we're trying to do our jobs. So that's one of the biggest challenges that we can see—the cultural differences with law enforcement.

## Slide 32: Helpful Resources

### MARISSA:

- Alright, thank you Officer Tong! In this next section, I'd like to highlight the many resources available to stakeholders, including:
  - Resources from CBP,
  - SEVP [Study in the States](#) resources, including our [Travel Resource Page](#), and
  - Presenter contact information.
- Please note, that all of the links to the resources that have been mentioned throughout this presentation are available in your hyperlink appendix. So, if you haven't downloaded it, please do so. Also, please take a moment to complete those feedback polls on your screen.

## Slide 33: U.S. Customs and Border Protection

### OFFICER TONG:

- This slide provides a list of resources from CBP for students and DSOs.
  - Our [CBP main website](#) provides travel information and news.
  - Our [CBP travel page](#) for international visitors provides travel tips and reminders.
  - The [CBP information center](#) provides answers to commonly asked questions.
  - The [DHS TRIP website](#) allows you to submit inquiries or seek resolution regarding difficulties travelers experienced during screening.
  - And last, but not least, the [Form I-94 website](#) allows students to retrieve the Form I-94 online.





## Slide 34: Student and Exchange Visitor Program

### MARISSA:

- This slide provides a list of resources from SEVP for students and DSOs. You can always visit [Study in the States](#) where you can find:
  - Information for F and M students and their parents,
  - Information for SEVP-certified schools or schools wanting to become SEVP-certified,
  - Webinar recordings, just like this one, and
  - Blog posts.
- You can also visit [ICE.gov/SEVP](https://ice.gov/SEVP) to learn more about:
  - SEVP policy and regulation, and
  - SEVP-certified school operating instructions.
- Like I said, links to these pages are available in your hyperlink appendix.

## Slide 35: SEVP Travel Resource Page

### MARISSA:

- I do want to highlight a resource on [Study in the States](#). This is our [Travel Resource Page](#) to provide travel tips and reminders for international students. Some of the highlights on this page include:
  - Benefits of students meeting with their DSO before travel,
  - What students need to bring to a U.S. port of entry, and
  - How to comply if students receive a Form I-515A from a CBP officer.
- Please visit the travel resource page at [StudyintheStates.dhs.gov/Traveling-as-an-International-Student](https://StudyintheStates.dhs.gov/Traveling-as-an-International-Student).

## Slide 36: Presenter Contact Information

### MARISSA:

- One other quick housekeeping note, I want to remind everyone that the information, slides and transcript will be coming out on our website, [Study in the States](#), in the coming weeks.
- Here is some general contact information for everyone who is here today. For CBP, for general questions you can use that first number on the screen [877-227-5511]. There is a



number specifically if you'd like to report suspicious activity [800-232-5378]. If you want to contact the [Deferred Inspection Office](#), the URL is on your screen.

- For SEVP, you can contact us at either of those email addresses. You can also use either of the phone numbers. As a reminder, SRC hours of operation are Monday through Friday, 8 a.m. to 6 p.m. ET, except federal holidays. For any additional information, visit [StudyintheStates.dhs.gov/Contact-Us](https://StudyintheStates.dhs.gov/Contact-Us).
  - DSOs can also contact their local field representative for questions about SEVP policies, processes and updates. They are your first line of defense for any questions you have.
  - I also want to remind everyone that students are welcome to reach out to SRC with their questions.
- Also, we want to encourage you to invite SEVP and CBP to your local conferences. There is no conference too big or too small. You can either reach out to your local SEVP field representative or submit an [SEVP Event Request Form](#) at the website on the slide.

## Slide 37: Live Q&A

### MARISSA:

- For the remainder of this presentation, we will take live questions and answers from those in the audience. Please submit your questions through the Questions and Technical Difficulties pod. Remember, our question and answer session will focus on topics discussed during this webinar. We'll do our best to address as many questions as possible during this session.
- We will not answer questions on the following:
  - SEVIS technical questions, and
  - Case-specific questions.

*[Slide displays during live question and answer session.]*

## Slide 38: Webinar Conclusion

### MARISSA:

- Before we sign off, I want to once again thank Officer Tong for joining us and for participating in this installment of the Government Voices Webinar series.



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- Please take a moment to complete our feedback polls if you haven't already. Your input will help us plan those future Government Voices Webinars.
  - If your question was not answered today or you have an addition question, please direct those questions to the SEVP Response Center. Or for CBP related questions, you can direct those questions to their general questions hotline.
  - Again, contact information for both SEVP and CBP is located in your hyperlink appendix.
  - A recording of today's webinar as well as a PDF copy of the slides will be available on [Study in the States](#) shortly. If your colleagues were unable to join today's webinar, please direct them to the recording.
  - On behalf of everyone here today, I want to thank all of you for tuning in and enjoy the rest of your day.